Our Toronto

VOL. 3 **ISSUE 1** SPRING 2010

Building a great city – together

VOTE 10.25.10

toronto.ca/elections

Get on the Voters' List.

ON Monday, October 25, 2010, voters will cast ballots at more than 1,600 locations in 44 wards across Toronto. The positions of Mayor, City Councillor and School Board Trustee will be decided by about 1.5 million people.

You must be on the voters' list to receive important information about the upcoming election, like the Voter Information Card, which tells you where and when to vote, and speeds up the time it will take you to vote. The voters' list is a list of eligible electors in the City of Toronto.

The Municipal Property Assessment Corporation (MPAC) is responsible for preparing the preliminary list of electors during an election year. This list is kept up to date with your assistance and helps Toronto Elections in the preparation of the voters' lists for Election Day.

If you have moved or recently become a Canadian citizen, you should contact MPAC to check if you are in the database or to update your information.

Tenants/renters have an important reason for checking as they are not automatically included in the database.

To find out if you are currently in MPAC's database or to change or update your information, please contact MPAC directly before June 1, 2010:

- Monday – Friday, 8 a.m. – 5 p.m. Toll-free: 1-866-296-MPAC (6722)
- Access for the deaf or hard of hearing is available by calling 1-877-TTY-MPAC (6722) or through the Bell Relay service.

If you are a Canadian citizen, at least 18 years old, a resident of the City of Toronto or a non-resident owner or tenant of land in the City of Toronto or their spouse, then you are eligible to vote. Verify that you are on the voters' list to make voting day easy.

toronto.ca/elections
or call 311
or e-mail elections@toronto.ca

TORONTO

The official publication of the City of Toronto

WHAT'S INSIDE

Budget 2010 – lowest taxes, unbeatable services, great city 14

City Service pullout ..... centre
Photo contest winners 3
311 Toronto expands online 4
Medal of Bravery 5
Busy summer on city roads 6
G20 comes to Toronto 7
Getting the services you need 8
Automotive Building reno 9
Revitalizing social housing 10
Award-winning safety ideas 10
Paramedics at 25 years 11
Reference Library renovation 13
Replacing water pipes 15
Your City Can Help – one year later 16
Women in municipal politics 17
Apartment standards update 18
Toronto Challenge 19
Apartment recycling 20
Recycling how-to 21
Smoke-free playgrounds 22
High Park straw kitchen 22
Achievements in housing 23
The Power to Live Green 24
Updating the electrical grid 25
Green tune-up for your home 26
Environment Days across Toronto 28

Subscribe to City publications at toronto.ca/e-updates and follow the City on Twitter @TorontoComms

Community Environment Days, see back page.

Our Toronto

Building a great city – together

Our Toronto is distributed via Canada Post to every household in the city. Fully-accessible PDF and audio versions are also available on the City's website **(toronto.ca/ourtoronto)**. You can read it online in the languages listed below, or contact us to have a printed copy in your language mailed to you. Call, write or e-mail to get a Braille or large print version mailed to you.

Vous trouverez ce journal en français au site web ci-dessous. (French)

在以下所示網站上有該報紙的中文版本。 (Chinese)

இந்தச் செய்தித்தாளின் தமிழ்ப் பிரதி பின்வரும் இணையத் தளத்தில் இடம்பெற்றுள்ளது. (Tamil)

Questo giornale è disponibile in italiano sul sito Web che segue. (Italian)

Este periódico está disponible en español en el sitio web indicado abajo. (Spanish)

Este jornal está disponível em português no sítio Web abaixo indicado. (Portuguese)

Makikita ang Tagalog na edisyon ng pahayagang ito sa website sa ibaba. (Tagalog)

یہ اخبار یہ ویب سائٹ پر اردو زبان میں دستیاب ہے۔ (Urdu)

Данная газета на русском языке имеется на нижеуказанном веб-сайте. (Russian)

این نشریه به آدرس انترنتی ذیل به زبان فارسی قابل دسترسی میباشد. (Farsi)

이 신문은 아래의 웹터에서 한국어로 보실 수 있습니다. (Korean)

toronto.ca/ourtoronto

Contact us
Our Toronto
City Hall
100 Queen Street West
7th Floor, West Tower
Toronto, ON M5H 2N2
ourtoronto@toronto.ca
Call: 311

Because we care
The printing of *Our Toronto* meets the highest environmental standards. The paper contains 100% recycled fibre and is printed using vegetable inks. Printing is done by a print shop that conforms to Forest Stewardship Council (FSC) requirements.

Recycled
FSC

Message from Mayor David Miller

I was very proud of Toronto's residents and businesses last December in Copenhagen. At the invitation of Copenhagen Mayor Ritt Bjerregaard and me, more than 80 mayors from around the world gathered for a summit to demonstrate what cities are doing to fight climate change and create good green jobs.

At the opening session, George Monbiot, a columnist for the Guardian newspaper and one of the world's leading writers on environmental issues, asked the assembled mayors to "name the city that you believe is the world's greenest."

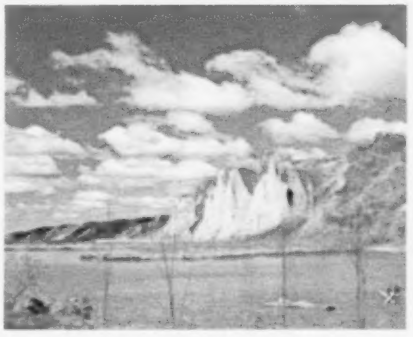
There was only one answer. And it was provided by Los Angeles Mayor Antonio Villaragoasa: Toronto. No other mayor disagreed. Why? Because Toronto is recognized world wide as a leader in innovatively doing the right things to fight climate change, save money and create jobs.

As mayor, I know that many Toronto initiatives are contributing to our excellent global reputation while helping clean the environment. There's our world-leading Transit City plan to connect communities across Toronto with light rail. Mayor's Tower Renewal is a program to do inexpensive energy retrofits on 1960/70s-era concrete apartment buildings while creating local jobs, rejuvenating communities and reducing our greenhouse gas emissions. The city's Clean Energy Strategy encourages the use of renewable sources of energy while Exhibition Place takes action to become a net zero consumer of energy. And there's our Official Plan which promotes density to conserve energy, our successful blue and green bin programs and the five-cent plastic bag charge. The list goes on and on.

As proud as I am of Toronto's stature as an environmental leader, I'm equally proud of Torontonians.

Scarborough Bluffs

SCARBOROUGH Bluffs are featured on the front page of this edition of *Our Toronto*. The bluffs run 14 kilometres from the foot of Victoria Park Avenue, east to Highland Creek, reaching as high as 65 metres, the equivalent of 17 storeys. The escarpment is the old shoreline of Lake Iroquois, formed after the last ice age. Bluffer's Park, at the foot of Brimley Road at Kingston Road, has a beach, picnic areas, trails and lookouts.



toronto.ca/parks

Mayor David Miller at the Green Car Parade in Copenhagen.

Be they individuals, business or labour leaders, they understand that the right thing for the environment is eliminating waste and that this is the right thing for productivity and business, too. We have many green leaders in this city: leaders like Tom Heintzman at Bullfrog Power; like City-owned Toronto Hydro Corporation; like developers Minto and Tridel who are constructing green buildings in green communities to the highest standards.

We also have leaders in the labour movement. The International Brotherhood of Electrical Workers (IBEW), for example, is training its members to work on advanced environmental initiatives like wind turbines. The Building Trades are partners with the City in Mayor's Tower Renewal and are continuing to work with us to help young people develop the skills needed for 21st century green jobs and to ensure that youth from every neighbourhood have decent, well-paid, safe employment.

Just last month, Toronto was named Canada's top sustainable large city by Corporate Knights Magazine; receiving the highest marks for our aggressive plan to reduce greenhouse gas emissions. "Cities are ground zero for the sustainability transition and Toronto is leading the way," the magazine proclaimed.

In June, all of these city-building initiatives will be showcased at the annual Federation of Canadian Municipalities (FCM) conference right here in Toronto. We'll have international mayors and elected officials from across this country coming together to answer the question: How do we build a strong Canada; a Canada where jobs are created and the environment is respected; a Canada where the infrastructure in cities is built and enhanced with the support of all governments and all people?

I'm looking forward to the FCM conference because I know our municipal colleagues in Canada will be as impressed with Toronto as were our international friends in Copenhagen. I also know that we will continue to learn from the many innovations municipalities everywhere are undertaking.

As Mayor, I have the privilege every day of seeing the tremendous progress this city is making. It's especially rewarding when I hear us praised and recognized internationally for what we're doing. I'm proud of Toronto and I know you are, too.

toronto.ca/mayor_miller

City of Toronto's photo contest clicks with residents

POWERFUL images that evoke Toronto's spirit, energy and unique character – we asked for them and we were sent over 4,000 of them. First place winners in each of the 13 categories appear in this issue of *Our Toronto*. See all the winning photos at

toronto.ca/photocontest

City Parks – 1st place
"Sunset at the Diamond" by Shmany

City History – 1st place
"Canary Restaurant Closed" by Ryan Raz

City Night - 1st place
"Snow Queen's Mischief" by Katrin Ray

311 Toronto expands online

SINCE launching the service in September, Toronto's 311 Contact Centre has answered thousands of phone calls from residents, 24 hours a day, seven days a week. Some of these calls are simply for information but many are requests for service. Those service requests can be anything from a white goods (metal items or appliances) pick-up to a request for a water turn off when plumbing repairs are undertaken.

With the launch of 311's online service, residents can now place many service requests themselves online. Simply go to the web page (toronto.ca/311), select a service request, complete the online form and submit.

Just as you do now by calling 311, you will receive a reference number for your service request that allows you to track its status online or by calling 311.

The addition of online service for 311 is yet another step in the City's efforts to ensure easy access to City services.

toronto.ca/311
or call 311 (in Toronto only)
or 416-392-CITY (2489)

City Budget 2010 DID YOU KNOW?

That the cost of operating the TTC used to be shared by the City and the Province of Ontario on a 50-50 basis. Paying for both the city and provincial share of this cost continues to be the number one issue affecting the City's operating budget each year.

Get Active Toronto!

Photo credit: Man Khun Chan

YOU don't have to leave the city to enjoy the great outdoors. Toronto Parks, Forestry and Recreation partners with various organizations to provide and promote active, healthy outdoor lifestyles for Toronto residents. One of the organizations that provides walking activities is the Toronto Bruce Trail Club (TBTC).

The club organizes regular Urban Walks where the start and finish points are usually serviced by the Toronto Transit Commission (TTC). Walkers can often start and stop at locations near TTC stops along the route. Most Urban Walks take place on walking trails in Toronto parks and typically last three to four hours, covering a distance of 10 to 12 kilometres. Walks are moderately paced with the beginner hiker in mind, are free and are led by certified hike leaders.

A full listing of scheduled walks and hikes can be seen on the Toronto Bruce Trail Club website. The Urban Walk routes are part of the "Exploring our Parks and Trails" map available at your local civic centre or you can call 311 for other pick-up locations. You can also call the number below to be added the Bruce Trail Club's e-newsletter list.

torontobrucetrailclub.org
or call 416-763-9061
or e-mail information@torontobrucetrailclub.org

Medal of Bravery

ON November 27, 2009 two Toronto firefighters received the Ontario Medal for Firefighter Bravery for their actions after an explosion that took place on July 20, 2008 at 2 Secord Ave. A crew of three firefighters were investigating smoke coming from the underground parking level when a powerful explosion occurred in an electrical room nearby.

Photo credit: Tessa Buchan

The firefighters were knocked to the ground and an immense amount of smoke and fire erupted in the immediate area. Two of the three firefighters found their way up to ground level but their captain was not with them. Two other firefighters, James Gale and Michael Maier, were sent back down and, through the increasing heat and heavy black smoke, located the captain. At a ceremony last May, firefighters Gale and Maier also received a Letter of Commendation, Toronto Fire Services' highest honour.

Comment on the City's website

THE City's website (toronto.ca) is undergoing a rebranding and the design team would like your input. You may have already noticed that the look of the home page was refreshed in March 2009. However, this is not the final stop. Think of it as a placeholder for what's to come.

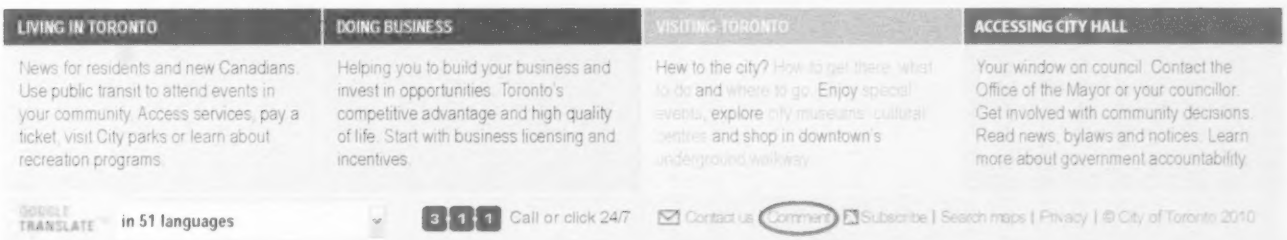
The staff behind the web re:Brand revitalization project are asking users how to improve the City's website. This is where you come in. We want to hear from you. When you visit toronto.ca, please click on the Comment link at the right side of the bottom banner and give us your thoughts.

City People – 1st place

"The 332" by Ryan Raz

toronto.ca/photocontest

Giving feedback about the City's website is just a click away.


LIVING IN TORONTO
News for residents and new Canadians. Use public transit to attend events in your community. Access services, pay a ticket, visit City parks or learn about recreation programs.
DOING BUSINESS
Helping you to build your business and invest in opportunities. Toronto's competitive advantage and high quality of life. Start with business licensing and incentives.
VISITING TORONTO
How to the city? How to get there, what to do and where to go. Enjoy special events, explore city museums, cultural centres and shop in downtown's underground walkway.
ACCESSING CITY HALL
Your window on council. Contact the Office of the Mayor or your councillor. Get involved with community decisions. Read news, bylaws and notices. Learn more about government accountability.
TRANSLATE in 51 languages
3-1-1 Call or click 24/7
Contact us Comment Subscribe | Search maps | Privacy | © City of Toronto 2010

Major events and roadwork will make this summer busier than ever

GET ready Toronto – this summer promises to be a busy one on our roads. A series of major special events combined with a very ambitious road and water service construction program will make this summer a hectic one on Toronto's streets.

From the end of June to late July, several major events will take place in Toronto resulting in road closures to help make these events proceed as smoothly as possible.

The G20 Summit will take place in the downtown core at the end of June; Her Majesty Queen Elizabeth II and His Royal Highness The Duke of Edinburgh will visit in late June or early July; the Shriners organization will host its convention in early July; the Pride Parade is scheduled for July 4, the Canadian Open Golf Tournament will be held at St. George's Golf and Country Club (Eglinton Avenue and Islington Avenue area) from mid-July to the end of the month; the Beaches Jazz Festival will take place from July 16 to 25 and the Caribana parade is on July 31.

Add that to a very busy road and watermain construction season and you get the picture. This year there will be more construction than usual because the City's capital program has been accelerated by the Canada Infrastructure Stimulus Fund program.

Residents travelling in the city should be patient, take extra time to get to and from their destinations, and take public transit wherever possible.

As these major events get closer, you can check our website for specific road construction and road closure information.

toronto.ca/transportation

City Buildings – 1st place
"CN Tower" by Maria Marks

toronto.ca/photocontest

City Budget 2010 DID YOU KNOW?

That as the number of people on provincial programs such as social assistance increases so does the cost to the City to provide the service. The service standards are set by the province and must be paid for by municipalities.

G20 in Toronto brings the world to our City

G20 TORONTO CANADA 2010

MESSAGE TO RESIDENTS FROM THE FEDERAL GOVERNMENT AND THE CITY OF TORONTO

THE federal government has confirmed that Canada will host the G20 Summit on Saturday, June 26 and Sunday, June 27, 2010 at the Metro Toronto Convention Centre.

The Media Centre for the event will be at Exhibition Place's Direct Energy Centre (thousands of international, national and local media will be present to cover the meeting).

Toronto was chosen to host the G20 Summit as we are able to successfully host large events and have all of the required venues, transportation networks and attractions to host successful meetings and conventions and give visitors a unique experience.

Hosting the meeting in Toronto will have a positive impact on the city as we show the world all that Toronto has to offer by way of tourism, business and banking, culture and diversity. The meeting also gives the City of Toronto an opportunity to showcase its widely-recognized environmental leadership as it works with residents and businesses to achieve their environmental objectives. The Summit also provides the City with a unique opportunity to maintain and develop new international business relationships.

The G20 was established in 1999 in the wake of the 1997 Asian Financial crisis. With the recent world economic crisis, leaders from the G20 countries are now meeting on a regular basis to discuss key issues in the global economy. The G20 is the premier forum for international economic development that promotes open and constructive discussion between industrial and emerging-market countries on key issues related to global economic stability.

The Summit's Management Office (SMO), part of Canada's Department of Foreign Affairs and International Trade, is responsible for all the logistical arrangements of the Summit. This office also ensures that the Summit is run in an environmentally sensitive and green manner.

The Royal Canadian Mounted Police (RCMP) takes the lead role for security matters in major events such as the G20 to provide protective services to Internationally Protected Persons (IPPs), foreign dignitaries, and delegates while in Canada.

The Toronto Police Service is a full partner in the security for the G20 along with the Peel Regional Police and other security and public safety agencies. All safety and security agencies are key partners in the RCMP-led Integrated Security Unit (ISU), which was established to ensure the safety and security of both the G8 and G20 Summits. G8 nations will meet in Huntsville on June 25 and 26.

The City of Toronto, the ISU and the SMO are committed to open, honest and transparent communication with the community and those persons, residences and businesses that may be affected by the Summit. The ISU, SMO and the City of Toronto will provide up to date information in a variety of ways on traffic, security, and other matters that may affect these groups.

The police services will clearly identify areas and zones that will be affected by road restrictions as the date of the summit nears. No restrictions will apply to emergency vehicles, essential services and those with proper accreditation.

If you don't have to be in the areas affected by the security zones you can avoid delays by taking alternate routes or making alternative plans wherever possible. The City will work with federal and police partners to communicate the traffic plan and areas where delays can be expected. Residents are asked to get up-to-date information if they must drive or walk through affected areas.

In an effort to establish open and transparent communication, the police services are creating a community outreach group that will work with the SMO community outreach group and the ISU. The Community Relations Group may be contacted at 1-888-446-4047 or by email at crg-grc@g8-g20isu.ca

The G20 Summit logo at the top of this article was designed specially for this event and features the CN Tower. The triangles of the tower represent paths converging toward a shared goal and at the end of this path a circle represents the meeting of the G20. The various sizes and number of diamonds in the logo represent the cultural attributes that make Toronto one of the world's most ethnically diverse cities.

g8-g20isu.ca

Toronto: then and now

Kingston Road looking west from Victoria Park Avenue

KINGSTON Road in 1922 was a small road with tracks for a trolley. Today, this busy intersection has modern streetcars and a variety of storefronts.

City of Toronto Archives/TTC Fonds, series 71 item 1607. s0071_it1607

Several long-time Etobicoke residents commented on the date of the archival photograph of Bloor Street West near Royal York Road that appeared in the previous issue in this section. Readers told us that the photo could not have been from 1957 as indicated and must have been from an earlier period. Thank you.

toronto.ca/archives

Getting the services you need

TWO new programs are transforming how people access employment and social services in Toronto.

Web Access to Your Services (WAYS) is a unique online social assistance application available in both English and French. WAYS provides easy access to employment services, financial assistance and social supports through Toronto Employment & Social Services (TESS).

Investing In Families (IIF) is a voluntary program offered by TESS in partnership with Parks Forestry and Recreation, Children Services and Toronto Public Health. Investing in Families brings many services to a family receiving social assistance to support family members with employment, recreational and health needs.

City staff visit families to learn about what they need. Together, they develop a plan of action. IIF workers co-ordinate with other service providers to create a single access point for services. For example, families are helped in finding solutions to recreation barriers like enrolment fees and equipment costs. Most of all, Investing in Families helps families experience increased belonging and connection to their community.

toronto.ca/socialservices

Toronto City Update focuses on the latest services, innovations and accomplishments at the City of Toronto – Canada's largest city and sixth largest government. This e-newsletter is for interested members of the public. **toronto.ca/city-update** (to read or to subscribe)

Photo credit: Peter Bowers

The transformation of Toronto's Automotive Building

Allstream Centre, at Exhibition Place, is owned by the City of Toronto and managed by the Board of Governors of Exhibition Place.

WHEN it first opened to the public in August 1929, the Automotive Building at Exhibition Place was considered a modern marvel. Designed by Douglas Kertland and constructed in a record time of six months, the Automotive Building was designed in the art deco style with intricate stone carvings and spectacular lighting features. Originally constructed for the Canadian National Exhibition to showcase the automobile, the Automotive Building enjoyed a varied history, even housing personnel of the Royal Canadian Navy during the Second World War.

Fast forward 80 years from its first opening, the building has now been renovated and restored as a stunning conference venue and renamed Allstream Centre. Integral to the renovation is the creation of the ballroom, the largest in Canada, and an additional 30,000 square feet of meeting space. Both are soaked in natural light, creating a link to the surrounding parkland and views of Lake Ontario. The exterior of the building has been restored to its 1929 glory and many art deco heritage features in the interior showcase its illustrious past. Allstream Centre's pivotal location inside the Princes' Gates provides a majestic entrance to Exhibition Place in Toronto.

Officially opened on October 22, 2009, Allstream Centre is the greenest and most energy efficient conference facility in Canada. Allstream Centre is a great asset in helping to transform Toronto into one of the greenest cities in the world.

allstreamcentre.com

Mayor David Miller invites you to...

Pitch in to reduce litter and keep Toronto green, clean and beautiful!

SAVE THESE DATES

Friday, April 23 at 2 p.m.

20-Minute Makeover

Saturday, April 24

Mayor David Miller's Community Clean-up Day

Information/registration: toronto.ca/litter or call 311

City Biz – 1st place

"Automolove" by Michael Mitchener

toronto.ca/photocontest

Revitalizing Toronto's social housing

TORONTO Community Housing has adopted a long-term strategy to revitalize 14 social housing communities. Each transformation begins with City staff working and consulting with residents of the existing homes in these communities to determine the best approach.

Regent Park

Toronto Community Housing is in the midst of transforming Regent Park – one of Canada's oldest and largest social housing communities – into a vibrant, mixed-use, mixed-income community. It is already looking and feeling much like any other vibrant downtown neighbourhood.

Regent Park's population will grow from 7,500 people living in 2,083 social housing units to 12,500 people living in 5,115 homes over 15 years. There will be a mix of social, affordable and market-priced homes, both for rent and ownership. An additional 375 new social housing units are being created nearby.

Streets closed for more than 50 years are being re-opened. Residents will enjoy new shopping and services, including new recreation and aquatic centres, a children's hub and central park.

Lawrence Heights

Toronto Community Housing has initiated work on Lawrence Heights as the next large-scale re-development. Revitalization here will rebuild 1,208 rent-geared-to-income homes for 3,500 tenants on more than 24.28 hectares of land.

The revitalization will provide a foundation for a strong community through improved parks, better transit access, new pedestrian and road connections, increased access to community and recreation services, as well as education, employment and training opportunities.

torontohousing.ca

COMMUNITY ENVIRONMENT DAYS

REUSE, RECYCLE AND SAFELY DISPOSE!

Do your part to create a cleaner, greener and more liveable Toronto. Bring used or unwanted household items to any Community Environment Day event. Event dates and locations are provided on the back page and updated listings appear on our web page. For a detailed list of things you can take to and get from each event, visit the Community Environment Day web page.

Saturday and Sunday events are 10 a.m. to 2 p.m.
Thursday events are 4 to 8 p.m.

toronto.ca/environment_days
or call 311

FULL LISTINGS ON THE BACK PAGE

Five award-winning ideas to keep your community safe

All smiles for award winner Matthew Plummer of Film Stars (middle) with Mayor Miller, Collette Nemini, Senior VP and Head of Human Resources of Bell Canada and Toronto Police Superintendent Ken Cenzura.

25 years of saving lives

EVERY year, Emergency Medical Services (EMS) receives more than 235,000 calls from residents and visitors who are facing a medical emergency. In October 2009, the Toronto Advanced Life Support Paramedic Program celebrated its 25th anniversary in Toronto. EMS Chief Bruce K. Farr, speaking to guests at a 25th anniversary reunion, said, "Twenty-five years ago I was witness to the dawn of a new era in the ambulance industry. This service has evolved to bring the hospital emergency room to the homes and streets of Toronto."

Youth and experience: the first graduating class (top) and their 25-year reunion.

City Land – 1st place
"The Lighthouse" by Sergio Miulescu

toronto.ca/photocontest

TUTORING, cricket, block parties, short films or workshops may not immediately come to mind when you think of community safety. But the winners of the eighth annual Mayor's Community Safety Awards remind us that community safety comes in more forms than a police uniform. Developed by the Task Force on Community Safety in 2002, the awards recognize projects that make Toronto a better place to work, play, learn and live. Any of the following five winning ideas can easily be adapted by your neighbourhood to engage residents and improve safety:

1. **Start an after-school program that teaches more than academics.** Beyond Academics helps school-aged children who struggle with academic and behavioural issues in the Glendower community.
2. **Introduce local youth to a new sport.** Capitalizing on the growing popularity of cricket, the Central Park Youth Sports Club brings the youth of Regent Park together in a positive environment.
3. **Find and mentor some undiscovered talent.** The firm, Film Stars, partnered with local community centres to teach local youth the art of moviemaking.
4. **Throw a party for your neighbourhood.** In an effort to rebuild a community afflicted by violent incidents, a group of residents organized the Lawrence Heights Friday Night Café, a string of weekly family-friendly get-togethers.
5. **Develop safety-focused workshops and invite your community.** University Settlement created the Safe Community Initiative. Four uniquely focused community safety events were held in Toronto's west downtown neighbourhood.

Each of the winning projects received a certificate of recognition, signed by Mayor David Miller, and a $1,000 cash award donated by Bell Canada to help the recipients continue the work they have started. Nominations for the ninth annual Mayor's Community Safety Awards will be open to new projects next fall.

toronto.ca/safetyawards

TPSlinks Sign up to stay informed about your neighbourhood

TPSlinks is a new community automated notification system that delivers vital information to residents and business owners within the City of Toronto. Operated by the Toronto Police Service, TPSlinks uses sophisticated software to send information to specific geographic areas. Residents and businesses who have subscribed to the service within an area will receive messages from the Toronto Police Service when appropriate.

Messages can include information about special events, community meetings, road closures, school lockdowns, critical incident notifications, missing person notifications, evacuations and suspicious person notifications. Messages are delivered by local divisional Toronto Police Service officers through voice and text messaging.

The registration page lets community members create a user profile that specifies message types to be received and restricts those that are not wanted. Community members also determine how they want to receive messages – by phone or electronic text. Community members can choose to change their profile or unsubscribe at anytime.

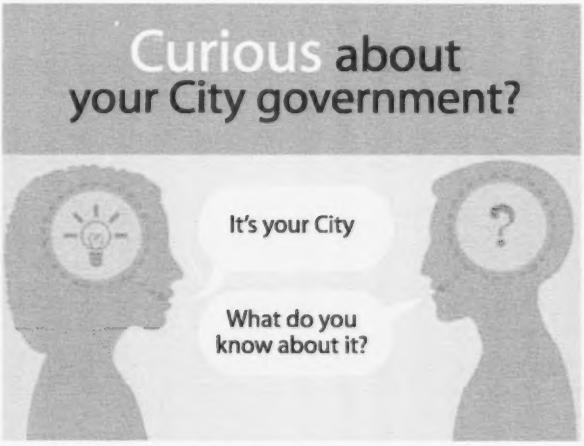
For more information about TPSlinks or to register, visit our web page.

tpslinks.ca

Toronto Civics 101 is a success

THE Toronto Civics 101 web page now provides introductory information about City decision-making, finances, elections and planning. This past fall, 175 Torontonians attended six sessions to learn about their City government. Videos, presentations and background resources from the series are now available to support online learning. In 2010, new materials will be posted, making it easier for the public to understand and help shape their neighbourhoods, communities and city.

For information about Toronto Civics 101, City consultations, public appointments or meetings, visit the City's civic engagement web page.



toronto.ca/civic-engagement or call 311

TORONTO toronto.ca/e-updates

E-updates / Twitter – Subscribe to e-updates to receive information about City of Toronto programs, services and initiatives. Current e-updates available for subscription include Celebrate Toronto!, City Update – the City of Toronto's e-newsletter, cycling information, emergency and major incident information, and news releases. Your e-mail address remains confidential and will not be used for other purposes. To subscribe, go to **toronto.ca/e-updates**. Check back for additional lists that will be added. You can also follow the City on Twitter at **twitter.com/TorontoComms**.

Toronto Reference Library gets bigger and better

AS the only public reference library in Canada, and the biggest of Toronto's 99 public library branches with over one million visitors annually, the Toronto Reference Library is a valuable resource that everyone in Toronto can use.

Now the Toronto Reference Library is getting bigger and better. There will be greater access to important collections and information and expanded space for studying and self-guided learning. A new, state-of-the-art event space, The Bram & Bluma Appel Salon, opened this fall.

> "This library is such a great repository of knowledge. You can research the role of the Governor General here, as I did, or you can just wander in and find out what kind of rocks those are up at the cottage."
>
> The Rt. Hon. Adrienne Clarkson, former Governor General of Canada

The $34-million revitalization is being done in phases and the library will remain open throughout the renovations. The project is being funded by the City of Toronto ($14 million), with support from the Government of Ontario ($10 million), the Government of Canada ($3 million) and the Toronto Public Library Foundation's *re:vitalize - Toronto Reference Library Campaign*, a private sector fundraising campaign launched in the spring of 2009.

torontopubliclibrary.ca
revitalizeTRL.ca
or call 416-393-7131

Success Story: Streets to Homes

THE Streets to Homes program provides intensive case management support to help people move into housing directly from the street. Research and experience have shown that formerly homeless individuals, even those with complex mental health and addiction issues, can successfully maintain housing with the right supports. This is the basis of the Housing First approach, which is the foundation for all services and programs to address homelessness and housing in Toronto.

More than 2,800 people have been assisted by this initiative and most remain in their new homes. Once people are in housing with support, their quality of life improves. They report improved physical and mental health, a sense of security, better nutrition, less alcohol and drug use, and a more positive outlook for the future.

Providing housing not only improves people's quality of life, it is also a cost-effective solution to homelessness. Once people are housed, they tend to use fewer expensive emergency services and begin accessing more appropriate health and community services to meet their needs. The savings to other services (hospital emergency rooms, ambulances and policing) offset a significant portion of the costs of the Streets to Homes program.

toronto.ca/housing

Budget 2010 – Lowest taxes,

TORONTO Mayor David Miller spoke at the Budget Committee meeting on February 16, where the recommended 2010 Operating Budget was introduced by the City Manager and Chief Financial Officer. Below is an excerpt of the Mayor's remarks which include his top ten budget facts that all residents and businesses should know…

"Toronto's budget is far more than just a balance sheet.

It is the blueprint we use to implement the many programs and services that keep this City liveable, prosperous and provide opportunity for every single resident of our city.

In the weeks ahead, there will no doubt be considerable discussion about this budget and our City's finances.

Any discussion on the City's budget should keep in mind the following facts:

1. Toronto has the lowest residential property taxes in the entire GTA.

While I believe the proposed $93-a-year increase (on average) is fair and modest, the fact is that if you live in a condominium or house in this city you will still pay less in residential property taxes than those elsewhere in GTA with similar valued property.

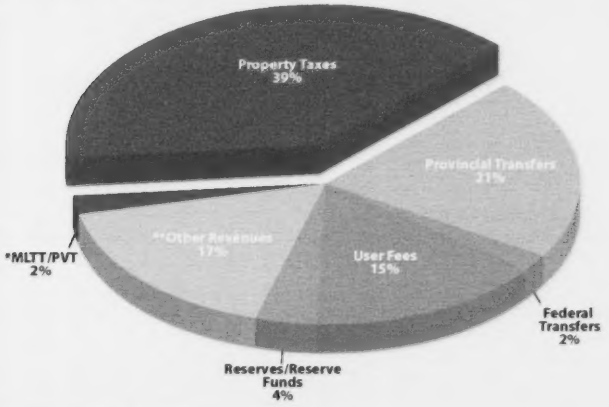
In 2009, the average home in Toronto had an assessed value of $387,680.

The owner of this home in Toronto paid $2,334 in residential property taxes to the City – about $6.39 a day.

If that same home is in Mississauga, the owner paid $2,559 in property taxes – $225 more. If that same Toronto home were in Markham, the homeowner paid $3,037 – $703 more – and if that same home were in Vaughan, the homeowner paid $3,314 in property taxes – almost $1,000 more.

The facts are clear. If you own a home or condo in Toronto you paid less residential property taxes in 2009 than any other municipality in the GTA.

Where the money comes from



*Municipal Land Transfer Tax/Personal Vehicle Tax

**Other revenues include: rental of properties, interest income, investment income, donations, parking authority contributions, sale of other materials, insurance loss recoveries, fines, permits and licenses

2. Our city is a compassionate community where people help and support one another in tough times.

Last year, this government, as part of the Toronto Helps program, launched a series of measures aimed at helping people to keep their housing and find work.

We also assisted more seniors and disabled persons with property tax assistance programs.

3. This government has cut business taxes by more than $190 million since 2006.

If the measures recommended in this budget are adopted, that number increases to well over $250 million.

4. We are taking action to stimulate the economy at a local level.

For the past two years Toronto has frozen development charges to assist the construction and development industry. This has meant lower costs for a sector adversely affected during the current recession.

Together, these measures demonstrate the very high priority this City government has placed on supporting business and our economy.

In addition, the creation of two new corporations – Invest Toronto and Build Toronto – will see us redouble our efforts and produce results that will benefit the entire region.

5. Toronto's user fees for programs cover only a portion of the costs associated with delivering the service.

In fact, user fees for recreation cover only about 30 % of the cost of programming.

It's a fact that the fees Toronto charges are competitive and consistent with those charged by surrounding municipalities.

Although user fees make up only about 15 % of the City's total revenues, without this money the City would be unable to provide the programs that make Toronto the great city that it is.

6. This year's budget, like those before, includes spending restraint, efficiencies, some adjustments in service levels while ensuring our residents continue to receive the programs and services they rely on.

This year, wage restraint is achieved by a post-strike settlement that included wage increases far less than those being requested prior to the strike and the City also successfully negotiating the removal of a sick leave benefit that had been in the collective agreement for more than 50 years.

In addition, restraint on management and non-union wages have and will save the City considerable expense on an ongoing basis.

Unbeatable services, Great city

Our 2010 budget is balanced through careful and prudent management, wage restraint (which generated a surplus from 2009 allowing us to balance 2010) and through a 4 % residential tax increase and a 1.3 % business property tax increase. User fees and the TTC fare increase also contribute to balancing this budget, as does the uploading begun by the Province two years ago.

7 The City continues to have a structural financial challenge.

It's a fact the City needs the province to return to the sustainable transit operating funding that was in place for decades prior to amalgamation.

We will be working with the Province of Ontario to conclude a Toronto - Ontario Partnership Agreement by December 1, 2010 to provide the City with permanent sustainable transit operating funding, commencing in fiscal 2011.

Transit is too important to be financed with ad-hoc, year-end or one-time funds, and the TTC is too important to the future of Toronto to allow it to suffer from uncertain funding year after year.

8 The City has taken steps to extend part of its debt over a longer period of time.

Debt restructuring has reduced our operating budget costs by $33 million this year alone.

This strategy provides the City the flexibility it needs to address our operating budget challenge and still maintain the City's excellent credit rating.

9 The budget does not include the sale or monetization of any city assets.

Any such initiative should only be contemplated if it's in the best long-term interests of the City of Toronto and should never be used to fund any operating budget shortfall.

10 You can't have a great city for free.

Anyone who tells you that they can freeze or cut your taxes and provide the vital 24-hour services we all rely on such as:

- Helping the most vulnerable among us
- Public transit
- Emergency services
- Safe communities where crime continues to decline
- And protecting the environment

...is simply not telling you the whole story.

Those are my ten budget facts. The two most important are the first – we have the lowest residential property taxes in the GTA, and the last – you can't have a great City for free.

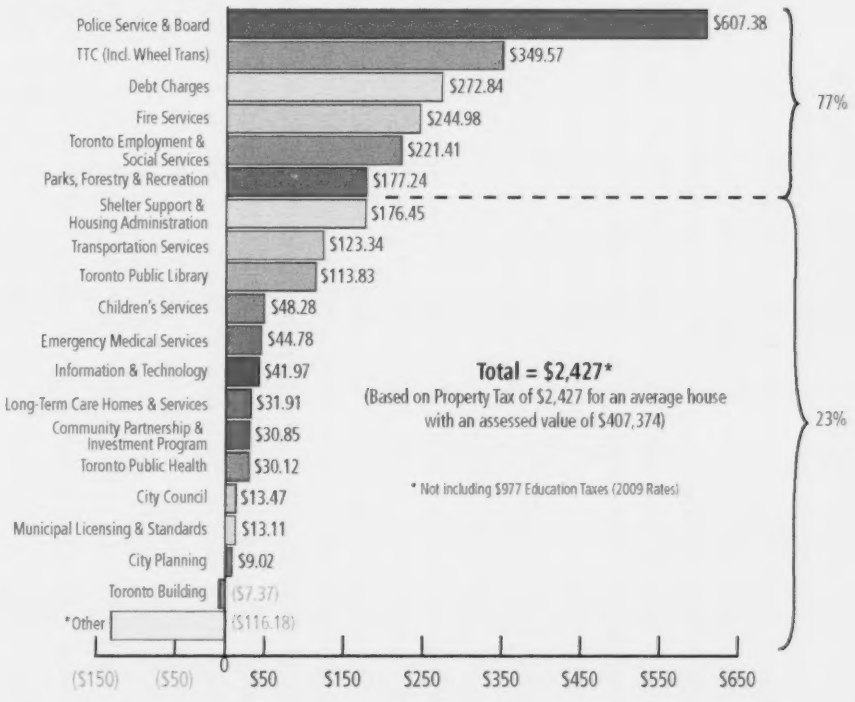
This is the year to keep these facts in mind when listening to the debate that will take place.

These are the facts to keep in mind when asking questions about the City's budget and the City's finances.

Building a great city takes commitment, partnership and sacrifice – from all of us.

It continues to be my privilege to bear witness to the great things that are achieved when all of these attributes come together."

How your tax dollars will work for you in 2010


Police Service & Board $607.38
TTC (Incl. Wheel Trans) $349.57
Debt Charges $272.84
Fire Services $244.98
Toronto Employment & Social Services $221.41
Parks, Forestry & Recreation $177.24
Shelter Support & Housing Administration $176.45
Transportation Services $123.34
Toronto Public Library $113.83
Children's Services $48.28
Emergency Medical Services $44.78
Information & Technology $41.97
Long-Term Care Homes & Services $31.91
Community Partnership & Investment Program $30.85
Toronto Public Health $30.12
City Council $13.47
Municipal Licensing & Standards $13.11
City Planning $9.02
Toronto Building ($7.37)
*Other ($116.18)
77%
23%
Total = $2,427*
(Based on Property Tax of $2,427 for an average house with an assessed value of $407,374)
* Not including $977 Education Taxes (2009 Rates)
($150) ($50) 0 $50 $150 $250 $350 $450 $550 $650

*Other includes: Affordable Housing Office, Court Services, Economic Development & Culture, Social Development Finance & Administration, 3-1-1 Customer Service Strategy, Policy, Planning, Finance and Administration, Technical Services, Toronto Environment Office, Waterfront Secretariat, Office of the Chief Financial Officer, Office of the Treasurer, Facilities & Real Estate, Fleet Services, City Manager's Office, City Clerk's Office, Legal Services, Mayor's Office, Auditor General's Office, Integrity Commissioner's Office, Lobbyist Registrar, Office of the Ombudsman, Other ABC's, Non Program (Excl. Debt Charges & Community Partnership & Investment Program)

Canada's Sugar Beach Park (left) Sherbourne Park (right)

Time to take another look at the waterfront

IF you haven't been down to the waterfront lately, you may want to plan a visit this summer. With the revitalization of Toronto's waterfront now well underway, there will be several new parks and public spaces to experience and enjoy.

Waterfront Toronto

The City of Toronto along with Government of Canada and the Province of Ontario created Waterfront Toronto to oversee and lead the renewal of Toronto's waterfront. Learn more at www.waterfrontoronto.ca

Three WaveDecks

Toronto's central waterfront now features three award-winning "WaveDecks" along the water's edge. The WaveDecks, located at the Spadina, Simcoe and Rees slips, were inspired by the Canadian cottage experience and the shorelines of Ontario's great lakes. They resemble large wooden docks and give visitors a unique new way to experience the lake.

Private sector development on the waterfront

Toronto City Council has approved the sale of the Parkside development site to the Great Gulf Group of Companies. Designed by world renowned architect Moshe Safdie, the Parkside development will be an innovative complex with residential, commercial and office space offering stunning views of Lake Ontario and ground floor access to neighbouring Sherbourne Park.

New parks taking shape in East Bayfront

East Bayfront is a new waterfront neighbourhood south of Lake Shore Boulevard that begins at Jarvis Street and extends east to Parliament Street. Over the next few years, East Bayfront will become a vibrant new community with residential and commercial amenities, continuous public access to the water's edge and dedicated public transit. Construction is well underway on East Bayfront's two new signature parks – Sherbourne Park and Canada's Sugar Beach. Both will open this summer.

Spadina Wave Deck

Simcoe Wave Deck

Rees Wave Deck

Renewing Toronto's aging water infrastructure

WHEN you turn on your tap, you're probably not thinking about the more than 15,000 kilometres of underground pipes or the 470,202 water service connections or even the 18 water pumping stations that are behind delivering that water to your home. But the reality is that a lot of infrastructure is required to supply the 405,000 megalitres of water used by Torontonians annually.

Keeping watermains and other water-related infrastructure in good working condition is an enormous issue in cities around the world. Toronto Water is working aggressively to repair and maintain the City's extensive infrastructure.

Toronto Water will be working on more than 600 different projects this year, among them:

- **F. J. Horgan Water Treatment Plant expansion** – The plant expansion, the first for a City water treatment plant since the 1960s, will increase the plant's capacity from 570 million litres to 800 million litres of drinking water a day.
- **Basement flooding relief** – The program will replace sewers and watermains in chronic basement flooding areas. Initial work has already started and will continue over the next 10 years.
- **Lead water service replacement program** – Through this program, the City-owned portion of all water services constructed of lead pipe will be replaced over a nine-year period.
- **Wet Weather Flow Master Plan** – Started in 2003, the Wet Weather Flow Master Plan is a 25-year plan to reduce and ultimately eliminate the adverse impact of rain and snow runoff on our ecosystem and watersheds.
- **Coxwell Trunk Sewer emergency repair** – Emergency repairs, inspection and building a 500-metre bypass are underway for one section of this large piece of the City's sewer system.
- **Watermain and sewer renewal** – More than 90 kilometres of aging watermains and sewers will be replaced throughout the city over the next year.

The replacement and renewal of Toronto Water infrastructure is funded through water and wastewater revenues from Toronto residents and businesses. Toronto's water rates are still lower than rates in most of our neighbouring municipalities and are in the bottom range for major cities in Canada.

toronto.ca/water/improvements

Why do watermains break?

AS temperatures drop, the number of watermain breaks across the city increases. Major breaks can damage roads and property, interrupt service to customers and require costly repairs.

The City experiences about 1,400 watermain breaks each year. Some breaks can be expected as pipes age. The average age of Toronto's underground pipes is 55 years. Seventeen per cent of them are more than 80 years of age and 6.5 per cent have passed their 100th year.

One of the main reasons that metallic watermain pipes break is external corrosion caused by chemical or electrochemical reactions with the surrounding soil. Corrosion can cause pits to develop into small holes in iron pipes, which can lead to a leak.

Another common cause of watermain breaks is rapid swings in winter temperatures. Rapidly melting snow can saturate the soil, making it soggy and heavy. When the temperature drops – commonly overnight – wet soil freezes and expands, putting pressure on aging, weakened pipes.

Smaller watermain pipes are more vulnerable to the effects of corrosion and external pressure than thicker, larger pipes. Installed in the 1950s and '60s, many are now starting to break down.

What is the City doing to solve the problem? The City is spending between $120 million and $160 million a year on watermain replacement and rehabilitation programs.

To report a watermain break, call 311. Watch a five-minute video about watermain repairs:

toronto.ca/water/watermain_breaks.htm

Your City Can Help – one year later

THE City of Toronto didn't just talk about being committed to ensuring prosperity, opportunity and liveability for all of its residents during the recession. It did something about it.

The "Your City Can Help" program, launched in February 2009, has had a life-changing impact on thousands of residents and families who were facing unemployment, eviction, and homelessness. Assistance programs included:

- new rent deposit loan and housing allowance programs
- expansion of homemakers and nurses services
- low-cost, nutritious meals for low-income seniors
- some 1,636 affordable homes recommended for funding by City Council
- enhanced property tax cancellation and tax increase deferral programs for eligible seniors and disabled residents
- new employment service at Metro Hall and a hospitality program offered by the YMCA
- new website section entitled "Career and Job Search Help at Toronto Public Library" helping people find books, online resources and programs in one location
- the provision of Gold Star Services to 61 businesses/projects with an investment value of almost $2.4 billion, with about 22,000 jobs retained or created.

At the February 4 opening of the Metro Hall Employment Services, a new Y Café and the expansion of the YMCA Hospitality Training Program, resident Martin Alube spoke about his success using employment services. From left to right, Heather MacVicar, General Manager of Employment Services, resident Martin Alube, City Manager Joe Pennachetti (behind), Mayor David Miller.

toronto.ca/torontohelps

City Programs – 1st place
"Off and On" by Ryan Raz

toronto.ca/photocontest

New City program to support non-profit organizations

THE City's new Competitiveness, Creativity and Collaboration (CCC) Investment program provides support to non-profit business organizations. The program is designed to stimulate economic growth by funding projects with up to $50,000 that will generate jobs, increase economic activity and attract new investment.

The CCC Investment program will provide grant support for up to eight organizations. The program is available to incorporated non-profit organizations or associations with projects that will be delivered within the city's boundaries. To be considered for funding, interested organizations must submit a formal proposal and application.

The CCC Investment Program will be administered by the Economic Development & Culture Division annually. Selected proposals will be recommended to City Council for approval in July. Approved applicants must complete the project and submit a written report by the end of the following calendar year.

toronto.ca/grants
or call 416-392-1820
or e-mail ccc@toronto.ca

Campaign to increase the number of women in municipal office

Mayor David Miller, protégé Simone Samuels and Councillor Pam McConnell celebrate the second annual program to mentor women in politics.

TORONTO Mayor David Miller and all of the City's 10 women councillors launched the second annual Toronto Regional Champion Campaign in October 2009 to help increase women's participation in elected office. This innovative program partners 16 young women with the City's women councillors, who act as mentors to demonstrate the job of a municipal councillor and provide hands-on experience.

The Election Toolkit for Women: The Candidates Guide for Municipal Elections provides practical advice for women seeking elected office. Link to the Election Toolkit from 'related sites' on the Regional Champions web page below.

Municipal elections will be held on October 25, 2010.

toronto.ca/regional-champions/index.htm
toronto.ca/elections

Wheel-Trans:
An all-inclusive trip

Wheel-Trans offers service to almost 60,000 registered customers.

WHEEL-TRANS is the Toronto Transit Commission's door-to-door service for people with physical disabilities who have the most difficulty using conventional transit services. Service is provided using accessible buses and contracted accessible sedan taxis.

Wheel-Trans also features special low-floor and ramp-equipped buses designed to accommodate wheelchairs, making boarding easier for customers with limited mobility versus the use of streetcars, buses and the subway.

Prior to the start of Wheel-Trans service, many people with physical disabilities lacked choices when travelling. The introduction of Wheel-Trans enabled individuals who use a wheelchair, for example, to travel independently and enjoy day-to-day activities.

When Wheel-Trans first began, only 48 individuals were registered to use the service. Today, Wheel-Trans offers service to almost 60,000 registered customers. There are 280 operators, as well as 176 buses and 168 accessible taxis in the Wheel-Trans fleet. Service is provided weekdays from 6 a.m. to 1 a.m.; Saturday, Sunday and holidays from 7 a.m. to 1 a.m.

Eligibility for Wheel-Trans is based on a person's physical functional mobility, not based on general health, income or particular disabilities. All applicants are given a fair assessment by attending an in-person interview.

Trip booking is also available daily from 7 a.m. to 11 p.m. Online trip booking is a relatively new feature created for customers to avoid telephone wait times. You can register directly on the website.

For more information, call Wheel-Trans Customer Service at 416-393-4111 or the TTY Line for deaf/hearing impaired at 416-393-4555.

ttc.ca
mywheel-trans.ttc.ca

Toronto team enforces apartment standards

THE City of Toronto launched its first proactive building enforcement program on December 1, 2008. The target was to provide inspection and enforcement action on 186 of the City's rental buildings in the program's first year to make sure that all apartment buildings in Toronto are maintained to the levels set by the City's property standards bylaw.

To date, the 15-member team has audited 188 buildings. Staff issued more than 1,027 orders and cited over 10,496 deficiencies on those buildings. These numbers are up substantively from 17 orders issued and 47 deficiencies cited in 14 building audits conducted from January to November of 2008.

The audits focus on common areas such as parking garages, balconies, hallways, and exterior grounds. They also cover the mechanical, heating and hot water systems, and include an inspection of a random sampling of apartment units.

In some cases, landlords know they are going to be audited, so they can begin to correct many deficiencies before the team conducts its inspection. Messages from both tenants and landlords have praised the professionalism of Building Audit Team staff when performing their work.

Information about the program is publicly available online and is updated weekly. There is also information on how to file a complaint about your building.

toronto.ca/licensing/mrab.htm

Emergency preparedness is important

EVERYONE needs to develop a plan to be prepared in the event of an emergency.

An emergency kit that contains enough food, water and supplies to last at least 72 hours is a must.

When packing your kit, think about special needs for infants, seniors and family members on a special diet. Your emergency kit should also include first aid materials and medications. Make copies of all of your important documents – insurance, ownership papers and prescriptions. A flashlight, portable radio, battery-operated clock, batteries, matches and candles are essential. You will also need a cell phone or a hard wire, single-line telephone. Cordless phones won't work in a power outage.

Home or tenant/apartment insurance can protect you and your family by helping to replace or repair property damaged in a major incident, such as a fire or explosion. With the right coverage, home insurance may also pay for water damage caused by a sewer backing up into your home or apartment. And if you are forced to leave your home or apartment while it is being repaired, insurance may also pay for your living expenses. Without home/apartment insurance, all of these costs would rest with you.

In the event of an emergency, follow the instructions of City of Toronto emergency staff. Stay tuned to the radio or television and do not venture out of doors, unless directed by emergency officials. Stay inside where it is warm and you have supplies.

Please take the time to be prepared.

toronto.ca/oem

Toronto Challenge

NOW is the time to start training for the Toronto Challenge, the City's premier fundraising event for seniors. On Sunday, June 13, you can do the 5-k walk, 5-k run or 1-k walk.

There are lots of ways to get involved besides running or walking on race day such as pledging support to a participant or volunteering your time to this great cause. Funds raised at the Toronto Challenge improve the quality of life for seniors by funding community programs that contribute to independent living and home support, and Toronto Long-Term Care Homes and Services.

toronto.ca/challenge

City Budget 2010 DID YOU KNOW?

That salaries to both union and non-unionized staff have been restrained to meet the City's budget pressures and reflect the current recessionary times. Management staff received a zero cost-of-living increase in 2009 and will receive a 1% cost-of-living increase in 2010. The City achieved a settlement with the union of about 6% over three years and the removal of a sick leave benefit that had been in the contract for more than 50 years.

toronto ZOO
Same planet. Different world.

Toronto just got cooler.
The polar bears have made their long awaited return to the Toronto Zoo. Experience the excitement of getting face to face with these colossal creatures at their new home at the Tundra Trek Exhibit, also featuring Arctic wolves, reindeer and more. Now open and free with Zoo admission. **torontozoo.com**

City Animal – 1st place
"The Churning, Burning, Fiery Pits of Hell..."
by Cameron MacMaster

toronto.ca/photocontest

Notice to business owners:

New environmental reporting and disclosure bylaw in effect as of January 1

THE Environmental Reporting and Disclosure Bylaw (Municipal Code 423) took effect January 1. "The bylaw aims to protect public health by reducing toxic chemicals in our environment," says Dr. David McKeown, Toronto's Medical Officer of Health.

CHEMTRAC

The bylaw is part of a new City program called ChemTRAC, which requires local business owners to track and report their use of toxic chemicals. ChemTRAC will also support local facilities with green business strategies, and provide residents with information about toxic chemicals in their community.

Businesses in Toronto can visit the web page to learn:

- whether their facility is affected by the new bylaw
- the deadlines for reporting information to the City
- how Toronto Public Health can help them track and report chemicals, and
- how they can reduce chemicals and find other ways to go green.

toronto.ca/chemtrac
or call 416-338-7600

Apartment and condominium residents are recycling

THE City has launched a number of waste diversion initiatives for residents living in apartments and condominiums.

A 2010 Recycling Calendar has been delivered to all apartments and condo units. (That's more than 500,000 calendars!) The calendar highlights information about recycling and proper waste disposal.

Free in-unit recycling containers have been offered to owners for every unit in their building. The recycling containers are designed to make it more convenient for residents to recycle. Residents use their in-unit container to collect their recyclables and carry them to the building's designated recycling area.

The City is also recruiting, screening and training 3Rs Ambassador Volunteers. They will develop and implement a customized waste diversion education campaign in their building. To learn how you can become a 3Rs Ambassador Volunteer, visit toronto.ca/3rs or call 311.

Organics collection (green bins) is being introduced to all apartments and condos. Organic materials make up approximately 30 per cent of waste (by weight) going to landfill. About 200 multi-residential buildings are now on the program. All multi-residential buildings will be rolled out city-wide over the next two years.

Recycling is coming to Toronto's half million-plus apartments and condos.

toronto.ca/recycle
or call 311

City Events – 1st place
"Kensington I's Dotted T's Crossed" by Ryan Raz

toronto.ca/photocontest

New online Waste Wizard has the answers

THE City's website has a new online search tool – the Waste Wizard – to help you learn what to do with your waste materials. Which bin does it go in? Is it household hazardous waste? What do I do with it if it doesn't go into the bin?

Despite the increased number of recyclable items, there are still some plastics and metal items Toronto can't currently recycle. Clear plastic food containers or plastic blister packs and propane cylinders are a definite NO.

We're glad you're enthusiastic about recycling but if you don't recycle properly, it contaminates the recycling stream, damages equipment and can cause workplace injuries.

toronto.ca/recycle
or call 311

Hold on! The Blue Bin won't accept just anything.
Some plastics and metals don't go in. toronto.ca/recycling
TORONTO
311
Livegreen Toronto

Making playgrounds smoke free

SMOKING is not permitted in Toronto playgrounds. The new bylaw prohibits smoking within a nine-metre radius:

- Surrounding the edge of any playground safety surface or playground equipment
- Surrounding the edge of wading pool basins or safety surfaces of splash pads.

The ban is also in effect anywhere in the High Park Zoo and any of the animal farms operated by Parks, Forestry and Recreation

Recent research shows that exposure to second-hand smoke may affect children's attention and behaviour. Young children may not have the ability (if in a stroller, swing, enclosed slide, etc.) to move away from someone who is smoking near them.

There are more than 800 playgrounds located in Toronto parks and this new bylaw will result in safer play spaces for children throughout the city.

toronto.ca/parks

Help build a straw kitchen in High Park

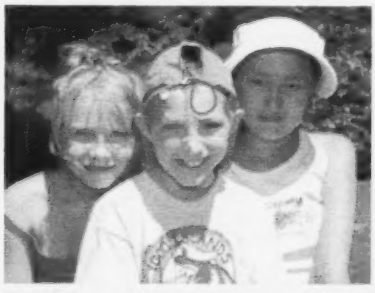
THE Children's Teaching Kitchen in High Park will be built using plastered straw bale walls and reclaimed, locally-sourced materials. The bales will be stacked on top of each other within a frame to create strong, well-insulated walls.

This straw bale structure, featuring the best in green building design, will serve as a vibrant community space for children's gardening and nature programs, cooking classes, community events and green energy workshops.

The City, in partnership with the Toronto Parks and Trees Foundation, is encouraging residents to help us build the kitchen by 'adopting a bale'. Funds raised will be used to provide interactive environmental programs for children and the community. All donations are eligible for tax receipts.

toronto.ca/parks/programs/children
or call 416-338-5055

Summer camps



THERE is a City summer camp for kids of all ages and interests. Be sure to pick up a copy of the *FUN Guide* from your local community centre or library or go online: www.toronto.ca/parks/camps.htm for program listings and registration information.

toronto.ca/parks/camps.htm

10-YEAR CAPITAL PLAN

- We'll invest $25.8 billion over the next 10 years and create or protect more than 370,000 jobs
- Outlines the capital projects the City will undertake to develop, maintain and improve City assets such as transit, roads, bridges, community centres and libraries

1 TRANSPORTATION SERVICES

- Maintains 5,600 km of roads, 8,000 km of sidewalks, 600 bridges, 600 pedestrian crossovers, 2,150 traffic signals, 1,200,000 road and traffic signs, 112 km of bike lanes, 168 km of bike trails, 138 km of bike routes and over 25,000 pieces of street furniture
- 600 snow plows, 300 sidewalk plows and 200 salt trucks to deal with winter storms

2 TORONTO WATER

- Treats, transmits, stores and distributes more than 1 billion litres of potable water daily
- Collects and treats wastewater from more than 4,400 km of sanitary sewers, 3,800 km of storm sewers and 1,300 km of combined sewers
- Maintains 5,015 km of distribution watermains

3 ECONOMIC DEVELOPMENT

- Helps local businesses expand and create jobs
- Attracts new companies and major international events
- Assists with about $800 million annual construction activity
- Helps people start and operate small businesses
- Attracts more than $600 million in film production
- Supports success of 70 BIAs who invest more than $23 million a year in neighbourhood revitalization
- Helps visitors discover things to see and do in Toronto

4 SHELTER, SUPPORT AND HOUSING ADMINISTRATION

- Funding for 93,500 social housing units
- Emergency shelter services through 9 City shelters and 48 community facilities providing 3,845 permanent beds each night
- Funding for 150 non-profit agencies to provide services to homeless people and those at risk of losing their homes
- 2,800 people helped through Streets to Homes to move into permanent housing, most remaining in their new homes
- Ensures there is shelter/care for those evacuated during emergencies

5 CITY PLANNING

- 8,997 development applications processed
- 8,700 linear metres of streetscape enhancements
- 8,800 properties on the City's Heritage Inventory

6 FIRE SERVICES

- 82 fire halls
- 2,790 firefighters responded to 142,014 calls with 276,764 vehicle responses
- Responded to 75,747 medical calls and 8,283 fires
- Attended 2,322 rescue calls

7 TORONTO POLICE SERVICE

- Average deployed uniform target strength of 5,310 officers and 39 school resource officers
- 1,385 cars, 75 motorcycles, 21 boats and 27 horses
- Responded to 876,699 public calls for assistance
- 409,249 vehicles stopped by RIDE

8 CHILDREN'S SERVICES

- Maintains a registry of more than 940 child care centres and 21 home child care agencies providing 56,500 licensed child care spaces
- 24,000 children are able to access a licensed space with the help of a child care fee subsidy
- Toronto has the second largest child care system in Canada – second only the Province of Quebec
- Provides support to child care programs serving children with special needs

9 EMPLOYMENT AND SOCIAL SERVICES

- More than 83,000 visits to 15 City employment centres
- More than 21,500 clients found employment in 2009
- Fourth largest social assistance delivery system in Canada
- Assists more than 340,000 people annually (1 in 10 Torontonians)

10 TORONTO PUBLIC HEALTH

- 13,742 food establishments inspected
- 105,705 phone inquiries answered by Toronto Health Connection
- 225,000 people immunized against H1N1 influenza
- 39,292 home visits with pregnant women and new infants
- 15,030 low income children treated in dental clinics

11 TORONTO ZOO

- More than 5,000 animals representing over 460 species
- More than 10 km of walking trails
- Approximately 1.3 million people visit the zoo each year

12 EMERGENCY MEDICAL SERVICES

- 265,000 requests for service annually
- 173 ambulances and response vehicles transported 179,600 patients to hospitals
- 849 full-time paramedics
- 108 emergency medical dispatchers

13 MUNICIPAL LICENSING AND STANDARDS

- 50,091 new and renewed licences issued
- 145,318 inspections conducted
- Audited 188 buildings issuing 1,027 orders and citing over 10,496 deficiencies

14 TORONTO PUBLIC LIBRARY

- World's largest urban public library system
- More than 17.5 million people visit 99 branches each year
- Almost 31 million items borrowed every year
- 1.5 million Torontonians hold library cards
- 73% of Torontonians use the library

15 SOLID WASTE MANAGEMENT SERVICES

- With the City's goal of achieving 70% waste diversion, Toronto will recycle 183,000 tonnes annually to save more than 2 million trees each year
- Green Bin Program is the largest curbside compost program in North America
- Green Bin Program has served more than 500,000 single family homes since 2005; expansion plans include services to 500,000 apartment/condominium units

15 CULTURAL SERVICES

- More than half a million people visit the City's 21 museums, historic sites, cultural centres and art galleries annually
- 150,000 objects in the historical collection and 1 million archaeological specimens
- More than 120 event days produced annually
- Assists more than 200 of Toronto's festivals and events

17 TORONTO TRANSIT COMMISSION

- Third largest transit system in North America
- 471.2 million rides a year on 1,782 buses, 678 subway cars, 248 streetcars and 28 Scarborough Rapid Transit cars
- 399 Wheel-Trans buses
- Expansion plans include 7 new light rail transit lines and the expansion of the Scarborough RT (Transit City) and extension of Spadina subway to York Region

18 TORONTO BUILDING

- 166,400 building inspections conducted
- 28,744 building permits issued with a construction value of $5.5 billion
- 5,331 Residential Fastrack Building Permits issued
- 3,558 pre-application and preliminary project reviews
- 767 Sign Permits issued; new Sign Bylaw effective April 6, 2010

19 PARKS, FORESTRY AND RECREATION

- 1,501 named parks and 8,015 hectares of green space
- More than 3 million City owned trees on streets, in ravines and parks
- More than 62,2K recreation programs offered city-wide
- Approximately 8.3 million program visits by participants

20 ANIMAL SERVICES

- 95,521 dog and cat licenses issued
- Provides a 24 hour emergency response to calls for animals that are injured, in distress or are jeopardizing the safety of the public.

21 ENVIRONMENTAL LEADERSHIP

Toronto's Climate Change and Sustainable Energy Action Plans target an 80% reduction in greenhouse gas emissions by 2050. Key environmental programs include:

- Live Green Toronto
- Mayor's Tower Renewal
- Solar Neighbourhoods
- Target 70% Waste Diversion
- 20/20 The Way To Clean Air
- Blue Flag Beaches
- Doubling the tree canopy by 2050
- Sustainable energy incentive funds
- Better Buildings Partnership
- 15% reduction in water consumption by 2011
- Deep lake water cooling: world's largest system
- Toronto Green Standard
- Green Roof Bylaw

22 LONG-TERM CARE HOMES AND SERVICES

- Operates 10 Long-Term Homes, serving more than 2,566 residents
- Homemakers and Nurses Services provides more than 115,000 visits each year
- Variety of physical and cognitive care provided to aged residents through adult day program–12,500 client days each year

23 AFFORDABLE HOUSING

- Housing Opportunities Toronto – An Affordable Housing Action Plan 2010-2020 proposes actions to help some 258,000 households struggling with high housing costs or inadequate accommodation
- 2,621 new affordable rental homes approved
- 567 new affordable ownership homes approved

TORONTO

Building a great city – *together*

311
Toronto at your service

A record of housing achievement

MORE than 5,000 people have moved into brand new affordable homes in the last four years, thanks to a strong and effective partnership. Made up of the City of Toronto, the Government of Ontario and the Government of Canada, along with private and non-profit organizations, this coalition of care has opened the door to a better life for many.

The chart below illustrates the record of achievement over the last four years. It reflects government investments from such sources as the Affordable Housing Program, the Residential Rehabilitation Assistance Program, the Homelessness Partnering Strategy and others.

2006 through 2009	
5,383	Number of people living in new affordable homes created through City, provincial and federal funding
4,377	Number of affordable homes approved by City Council
2,153	Number of affordable homes completed
$483 million	Amount invested by City, provincial and federal governments in affordable housing

To continue this record of achievement, the City has adopted a 10-year plan to create and upgrade affordable housing – a plan that includes a housing rights charter, a first for the City and the country. The Housing Opportunities Toronto plan is a roadmap to guide government investment, public and private sector activity and the involvement of residents in the important work of creating affordable housing in Toronto. Its goal is to assist 257,700 households to find or keep the affordable housing they need to thrive and succeed. More than 60,000 jobs would be created or preserved with the full implementation of the plan, which can be viewed at our web page.

toronto.ca/affordablehousing

City Budget 2010 DID YOU KNOW?

That the money received from the Municipal Land Transfer and Vehicle Registration Tax make up only a small portion of the City's revenues but they are enough to pay the net cost of running the City's Emergency Medical System and Long-Term Care Homes and Services programs.

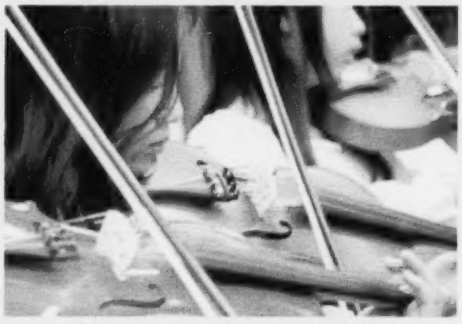
Poet Laureate

CITY of Toronto Poet Laureate Dionne Brand applauds the recipients of the Access, Equity and Human Rights Awards. Ms. Brand composed *Praise Poem for the recipients of the 2009 Human Rights Awards* specifically to recognize the evening's award recipients.

toronto.ca/civicawards/index.htm

City Culture – 1st place

"School Concert" by Weihua (David) Huang



toronto.ca/photocontest

Favourite City Feature, Favourite City Service

Do you have a favourite spot in Toronto? What's special about it?

I go to Harbourfront quite often mainly in the summer. They have lots of multicultural shows happening there. They have a show called "Barbados on the Water" and I'm originally from Barbados. I also like the location. I've caught one of the ferries there to take a 40-minute ride on the waterfront.

Is there a City service that is special to you?

I really liked Nuit Blanche. I live downtown so I could walk to the many of the venues including Union Station. I had friends here from New York and I took them to some of those places. That was a good event and it was free.

Trevor Best, Toronto

Do you have a favourite place in the city? Is there one service that you really like? Write us at ourtoronto@toronto.ca

City Council gives Toronto the Power to Live Green

TORONTO City Council has overwhelmingly adopted *The Power to Live Green*, a bold, new energy strategy aimed at reducing Toronto's greenhouse gas emissions to 80 per cent below 1990 levels by 2050.

The strategy – the next phase of the City's Climate Change Action Plan – envisions Toronto with a clean, reliable, and affordable energy supply. Without a comprehensive energy strategy, it is estimated that greenhouse gas emissions will rise to approximately 33 megatonnes in 2050 (compared to 22 megatonnes in 1990), the equivalent of filling 10,000 Rogers Centres.

The Power to Live Green will address this challenge through three core actions:

1. Provide one-stop support and financing for projects such as energy and water audits, installations or upgrades through the Live Green Toronto Energy and Water Efficiency Initiative. The partnership of the City, Toronto Hydro and other key stakeholders will help to achieve greater energy efficiency in buildings.
2. Help Torontonians generate wind, solar or geothermal energy for use and sale. This will maximize the creation of renewable energy.
3. Maximize the distribution of energy by improving infrastructure and supporting a smart grid to give customers the information, options and controls they need to manage their own electricity use.

livegreentoronto.ca

Livegreen Toronto

City Neighbourhood – 1st place
"The Distillery District" by Sabri Irmak

toronto.ca/photocontest

Toronto's Integrity Commissioner

IN 2004, Toronto became the first municipality in Canada to create the Office of the Integrity Commissioner.

The Integrity Commissioner supports City Council in administering the Code of Conduct that governs the Mayor and Members of Council. There are separate Codes for Members of Local Boards (Restricted Definition) (i.e. Exhibition Place and the Toronto Zoo) and Adjudicative Boards (i.e. the Licensing Tribunal and Committee of Adjustments). High standards of ethical behaviour are encouraged by way of education, advice, and responses to informal and formal complaints.

The Code of Conduct deals with a broad range of expectations including: receipt of gifts and benefits; assuring that confidential information is not improperly disclosed; limits on the use of City property and resources; treatment of staff; avoiding improper use of influence or failing to follow policies of Council.

City Council has adopted protocols for handling complaints about violations of the Code. These protocols are there to make sure there is a clear process for handling complaints, allowing for informal dispute resolutions, making it faster and easier for all concerned.

toronto.ca/integrity

A modern source of power

THE electricity industry is gearing-up for the next generation. Toronto Hydro-Electric System Limited is further ramping up construction in 2010 to renew Toronto's aging electrical grid. This will accommodate future growth in electricity demands; enable future distributed renewable power generation; and provide improved customer service through the introduction of smart technologies. Service and reliability in some areas will also improve.

Approximately one-third of Toronto Hydro's distribution assets are due for replacement. Power cables, transformers and transformer stations in neighbourhoods across the city will be replaced in a staged, long-term program. Toronto Hydro will be investing more than $300 million dollars on this construction plan, which will result in improved customer service and fewer power failures.

This grid renewal is complemented by Toronto Hydro's conservation and demand management (CDM) efforts. The company encourages residents and businesses to use less or shift use to periods of lower demand to alleviate some of the immediate stress on the grid and help customers save money on their power bills. Toronto Hydro's CDM programs have saved approximately 387 megawatts (MW) since launching in 2005. One megawatt is equal to 1 million watts, or the amount of electricity required to light approximately 66,667 CFL light bulbs*. In 2009 alone, Torontonians saved roughly 39.7 MW – the equivalent of taking 27,000 homes off the grid.

*15 watt light bulbs

torontohydro.com

City Water – 1st place
"Broken Lines" by Peter Bowers

toronto.ca/photocontest

Give your home a green tune-up!

Go cool, green and shady. Get a free tree planted on your City-owned street allowance.

Stop flushing money down the drain! Get $60 – $75 cash back when you purchase a water-efficient, City-approved toilet.

It's cool to be green. Sign up for Toronto Hydro's peaksaver® program to reduce the energy you use for central air conditioning during peak demand periods, and get a $75 incentive.

Green your commute! Check out public transit, cycling and walking routes. And don't forget Smart Commute—they can help your workplace encourage alternatives to commuting by car.

Ride your bike more often. Learn to cycle safely and go green by taking a City Can-Bike course.

Find others looking to share a ride with Carpool Zone. Register at smartcommutetoronto.ca.

Livegreen Toronto

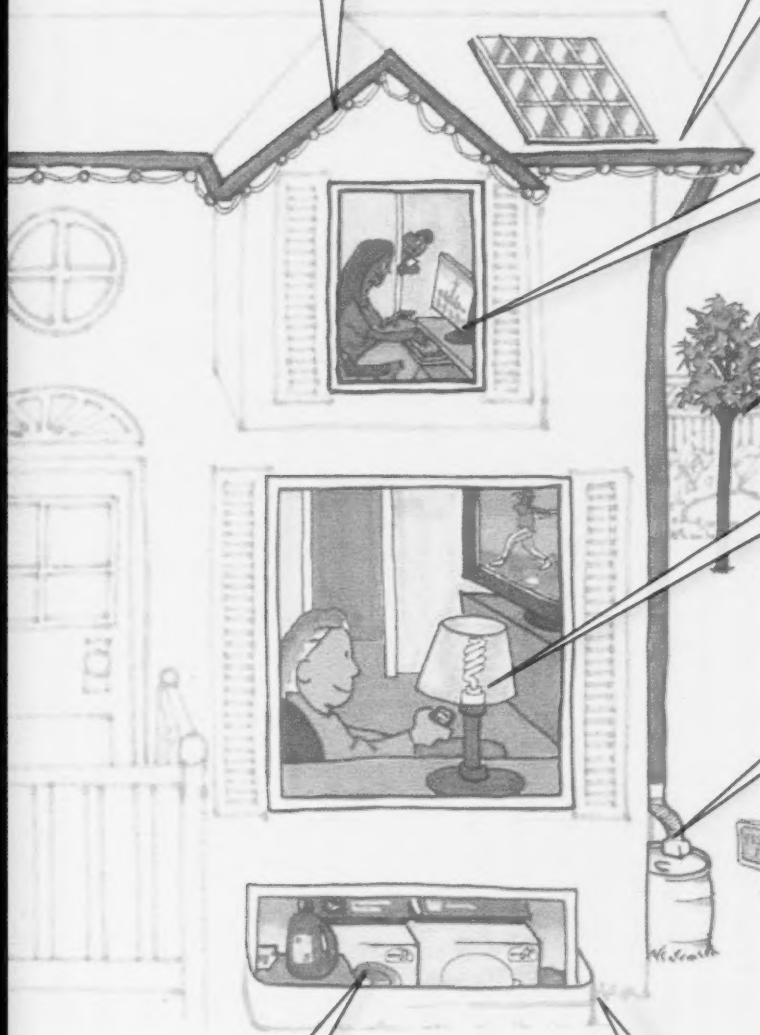
GET UP TO $11,000 IN GRANTS AND REBATES!

Access up to $11,000 in municipal, provincial and federal rebates through programs such as EcoENERGY Retrofit-Homes and the City's Home Energy Assistance Toronto (HEAT). Improving your home's energy efficiency saves money, increases its resale value, makes your home more comfortable, and reduces the emissions that contribute to climate change. Get the details today at livegreentoronto.ca or call 311.

Replace old appliances and save up to $150 on your annual electricity bill! Toronto Hydro's Fridge Pick-up program collects and disposes of cash draining fridges and freezers.

Trade in your incandescent lights for energy-saving LED lights at Toronto Hydro's annual Festive Light Exchange.

Thinking about a renewable energy system for your home? Toronto Building staff will provide valuable information and ensure you have the appropriate permits.



Check out Zerofootprint.com to find out how to measure and reduce your carbon footprint.

Sign up for a 20/20 Planner with Toronto Public Health and learn how to reduce your emissions by 20%.

Book a Summer WaterSaver visit—a free lawn and garden consultation with helpful tips including plant selection and garden ideas.

Dispose of CFL light bulbs safely at your local Community Environment Day, selected Toronto Hydro locations or home improvement stores. They contain trace amounts of mercury.

Capture rainwater to use in your garden. Get a rain barrel at a reduced price at your local Community Environment Day.

Disconnect your downspout to help prevent basement flooding and stormwater pollution from entering the lake. With some basic tools and know-how, you can do it yourself.

Go pesticide free—it's a healthy, natural choice for your lawn and garden.

Get $60 cash back when you purchase a new high-efficiency washer— save water, energy and money!

Get up to $3,200 to protect your home from basement flooding through the Basement Flooding Protection Subsidy Program.

FOR MORE INFORMATION

on these programs, visit livegreentoronto.ca, torontohydro.com or call 311. Get further tips and rebates to help you live green at enbridgegas.com.

COMMUNITY ENVIRONMENT DAYS

Saturday and Sunday events are 10 a.m. to 2 p.m. Thursday events are 4 to 8 p.m.

DATE	LOCATION	WARD
Saturday April 3	Earl Haig Secondary School 100 Princess Ave. (Kenneth Ave. south of Empress Ave.)	23
Saturday April 10	Centennial Recreation Centre 1967 Ellesmere Rd. (west of Markham Rd.)	38
Sunday April 11	Lawrence Plaza 534 Lawrence Ave. W. (at Bathurst St.)	15
Saturday April 17	Toronto Parking Authority Lot John St. at Weston Rd. (Weston Farmers Market location)	11
Saturday April 17	Wabash Ave. (Sorauren Ave. to MacDonnell Ave.) (Mayor David Miller will be attending this event)	14
Saturday April 24	Malvern Community Recreation Centre 30 Sewells Rd. (east of Neilson Rd., north of Sheppard Ave. E.)	42
Sunday April 25	Downsview Park Sheppard Ave. and Keele St.	9
Saturday May 1	Frederick St. along Frederick St. at The Esplanade and David Crombie Park	28
Saturday May 1	Dieppe Park 455 Cosburn Ave. (east of Greenwood Ave.)	29
Saturday May 8	Enbridge Gas (west parking lot) 500 Consumers Rd. (west of Victoria Park Ave.)	33
Saturday May 8	McGregor Park 2231 Lawrence Ave. E. (west of Kennedy Rd.)	37
Thursday May 13	Donwoods Plaza 51-81 Underhill Dr. (north of Lawrence Ave. E.)	34
Saturday May 15	SATEC at W.A. Porter Collegiate 40 Fairfax Cres. (west of Warden Ave.)	35
Saturday May 15	North Toronto Memorial Arena 174 Orchard View Blvd. (west of Yonge St., north of Eglinton Ave.)	22
Thursday May 20	Amesbury Arena 155 Culford Rd. (south of Lawrence Ave. W., east of Black Creek Dr.)	12
Saturday May 22	The Albion Centre 1530 Albion Rd. (at Kipling Ave.)	1
Saturday May 22	Morningside Works Yard 891 Morningside Ave. (south of Highway 401)	43
Thursday May 27	Esther Shiner Stadium 5720 Bathurst St. (at Finch Ave. W.)	10
Saturday May 29	Seneca College (Newnham Campus) 1750 Finch Ave. E. (rear parking lot off Don Mills Rd.)	24
Saturday May 29	Shaw St. along Fred Hamilton Park (south of College St.)	19
Thursday June 3	Birchmount Bluffs Neighbourhood Centre 93 Birchmount Rd. (at Kingston Rd.)	36
Saturday June 5	Woodbine Beach Park 1675 Lake Shore Blvd. E. (at Coxwell Ave.)	32
Saturday June 5	Stan Wadlow Park 373 Cedarvale Ave. (east of Woodbine Ave.)	31
Saturday June 12	Broadview Ave. along Riverdale Park E. (north of Gerrard St. E.)	30
Sunday June 13	Wychwood Ave. Wychwood Barns Park (south of St. Clair Ave. W., east of Christie St.)	21
Saturday June 19	Commander Park Arena 140 Commander Blvd. (off McCowan, south of Huntingwood)	41
Saturday June 19	Etienne Brûlé Park (east of Humber River) enter off Catherine St., from Old Mill Dr.	13
Saturday June 26	Richview Collegiate 1738 Islington Ave. (at Eglinton Ave. W.)	4
Saturday June 26	Colonel Samuel Smith Park Kipling Ave. and Lake Shore Blvd. W. (Powerhouse parking lot)	6
Saturday July 3	Black Creek Pioneer Village 1000 Murray Ross Pkwy. (east of Jane St., off Steeles Ave.)	8
Saturday July 3	Central Technical School 725 Bathurst St. (enter at Borden St. and Harbord St.)	20
Saturday July 10	Loretto College School 151 Rosemount Ave. (west of Dufferin St.)	17
Sunday July 11	Dufferin Mall 900 Dufferin St. (south of Bloor St. W.)	18
Saturday July 17	Ramsden Works Yard 1008 Yonge. St. (across from Rosedale subway station)	27
Thursday Sept. 2	Carmine Stefano C.C. (rear parking lot) 3100 Weston Rd. (on west side, just north of Sheppard Ave.)	7
Saturday Sept. 11	Stonegate Plaza 150 Berry Rd. (at Stephen Dr., east of Park Lawn Rd.)	5
Saturday Sept. 11	Toronto Parking Authority Lot 3885 Yonge St. (south of York Mills Rd.)	25
Thursday Sept. 16	North Toronto Memorial Arena 174 Orchard View Blvd. (off Yonge St., north of Eglinton Ave. W.)	16
Saturday Sept. 18	L'Amoreaux Community Recreation Centre enter off McNicoll Ave. (just west of Kennedy Rd.)	39
Saturday Sept. 18	Toronto Hydro Building (rear parking lot) 2 Civic Centre Court (the West Mall and Burnhamthorpe Rd.)	3
Saturay Sept. 25	Colonel Danforth Park 73 Colonel Danforth Trail (at Kingston Rd.)	44
Sunday Sept. 26	Woodbine Centre 500 Rexdale Blvd. (at Highway 27)	2
Saturday October 2	Agincourt Mall 3850 Sheppard Ave. E. (at Kennedy Rd.)	40
Saturday October 2	Leaside Memorial Gardens 1073 Millwood Rd. (at Laird Dr.)	26

toronto.ca/environment_days
or call 311